

2507889

Registered provider: Outbound Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately operated and provides care for one child who may have social, emotional and/or mental health needs.

The manager was registered with Ofsted on 21 August 2020.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 18 November 2020, to carry out a monitoring visit. The report is published on our website.

Inspection dates: 10 and 11 March 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 3 March 2020

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/03/2020	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The staff are committed to providing positive care for the one child living in the home. Staff support the child to contribute to the development of a bright and welcoming environment. However, due to the sleeping arrangements for staff, the child does not have autonomous access to the downstairs rooms overnight.

Staff have a good understanding of the child's needs and vulnerabilities. This is based on sound planning prior to the child moving into the home. Individual plans provide staff with clear guidance on how to meet the child's needs effectively. Staff provide consistent support for the child through regular one-to-one work. The child told the inspector that they feel well supported by the staff team. They also feel confident about talking to staff regarding any worries and/or anything they wish to change.

Professionals gave consistently positive feedback on the progress the child has made since coming to the home. A particular strength of the home is the support provided to help the child to re-engage in education. Through a tailored package of support, with staff initially providing support in school, the child is now attending full time. This is a real achievement, because the child previously struggled to engage in their learning. However, the local offer has not been explored and there may be further support available which could benefit the child.

Another strength of the home is the support staff provide to ensure that the child maintains relationships with their family and friends. This is well planned and well structured, with staff travelling some distance and supporting this to take place. The team supports the child to express themselves and their interests. This supports the child's developing sense of self in a positive way. The child spoke enthusiastically to the inspector about their well-planned birthday celebrations, which staff are organising.

How well children and young people are helped and protected: good

Staff have a sound understanding of the known risks for the child. Comprehensive risk management plans provide staff with appropriate strategies to mitigate the risks. Through regular review of the child's assessment, staff ensure that any emerging risks are identified. Staff have good partnership working with statutory agencies. This helps to ensure that effective measures are in place to help keep the child safe.

The child's mental health needs and associated risks are well understood. When required, staff ensure that the child has timely access to specialist health support. The collaborative approach of the team has made it possible for the child's therapeutic support to continue. The staff travel a significant distance to ensure that the child can continue to access therapy.

The home follows safer recruitment practice for new staff. The registered manager has appropriately assessed the potential risks of non-core staff working in the home.

The effectiveness of leaders and managers: good

The registered manager is committed to their role, and is supported by a skilled deputy manager. Together, they have a thorough understanding of the child's individual needs. Staff benefit from consistent management and leadership of the team. Through the effective monitoring systems that are in place, the management team tracks the progress the child is making. Importantly, they consistently celebrate the child's achievements.

The registered manager recognises the strengths and areas for development in the staff team. The registered manager identifies learning needs and delivers bespoke workshops to meet these. Training for new staff has mainly been delivered online during the COVID-19 pandemic. However, not all new staff have completed all the initial training to enable them to fulfil their role. The registered manager has begun to source additional specialist external training for the staff team to meet the child's specific needs.

Staff feel well supported by the management team. They receive regular, good-quality individual supervision. This gives them the space and time to reflect on their own individual practice. New staff receive a structured induction when starting their caring role. However, new staff do not benefit from an increase in the frequency of supervision, as would be expected for staff beginning in a new role.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b)(c) (2)(a)(c)(d))	30 April 2022
The registered person must ensure that— children can access all appropriate areas of the children's home's premises. (Regulation 21 (b))	30 April 2022

Recommendations

- The registered provider should ensure that they are aware of the local offer setting out the support available for children with special educational needs and/or disabilities. ('Guide to the Children's Homes Regulations, including the quality standards', page 26, paragraph 5.4)
- The registered provider should ensure that the supervision for new staff provides a regular space for them to reflect on their new role. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2507889

Provision sub-type: Children's home

Registered provider: Outbound Care Limited

Registered provider address: Unit 2, Metropolitan Business Park, Preston New Road, Blackpool FY3 9LT

Responsible individual: Paul Cotton

Registered manager: Charles Fallah

Inspector

Maria Lonergan, Social Care Inspector

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